

HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
P.O. Box 272400  
Fort Collins, Colorado 80527-2400



PATENT APPLICATION

ATTORNEY DOCKET NO. 100110219-1

Inventor(s): Christopher Dean FARNES, et al.

Confirmation No.: 8629

Application No.: 10/085,652

Examiner: Boyce, A. D.

Filing Date: 02/27/02

Group Art Unit: 3623

Title: TOTAL CUSTOMER EXPERIENCE SOLUTION TOOLSET

Mail Stop Amendment  
Commissioner For Patents  
PO Box 1450  
Alexandria, VA 22313-1450

TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT

Transmitted herewith is/are the following in the above-identified application:

- ☒ Response/Amendment  
☐ New fee as calculated below  
☒ No additional fee  
☐ Other

- ☐ Petition to extend time to respond  
☐ Supplemental Declaration

Fee\$

CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY						
(1) FOR	(2) CLAIMS REMAINING AFTER AMENDMENT	(3) NUMBER EXTRA	(4) HIGHEST NUMBER PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	(6) RATE	(7) ADDITIONAL FEES
TOTAL CLAIMS	33	MINUS	33	= 0	X \$50	\$ 0
INDEP. CLAIMS	3	MINUS	3	= 0	X \$200	\$ 0
<input type="checkbox"/> FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM					+ \$360	\$ 0
EXTENSION FEE	<input type="checkbox"/> 1st Month \$120	<input type="checkbox"/> 2nd Month \$450	<input type="checkbox"/> 3rd Month \$1020	<input type="checkbox"/> 4th Month \$1590		\$ 0
OTHER FEES						\$
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$ 0

Charge \$ 0 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any over payment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally charge any fees to Deposit Account 08-2025 under 37 CFR 1.16 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees. A duplicate copy of this sheet is enclosed.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Alexandria, VA 22313-1450.

Date of Deposit: 10/02/06

Typed Name: Desiree Reardon

Signature:

Respectfully submitted,

Christopher Dean FARNES, et al.

By

John P. Wagner, Jr.

Attorney/Agent for Applicant(s)

Reg No. : 35,398

Date : 10/02/06

Telephone : (408) 938-9060

100110219-1



Patent

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Farnes et al.  
Serial No. 10/085,652  
Filing Date: February 27, 2002  
For: TOTAL CUSTOMER  
EXPERIENCE SOLUTION  
TOOLSET

Examiner: Boyce, Andre D.

Art Unit: 3623

Hon. Assistant Commissioner for Patents  
P.O. 1450  
Alexandria, VA 22313-1450

RESPONSE TO OFFICE ACTION

Dear Sir:

In response to the Office Action mailed June 30, 2006, the following remarks to the above captioned patent application are respectfully submitted.

List of Claims begin on page 2 of this response.

Remarks begin on page 10 of this response.